

ATTACHMENT 2

Solicitation: VA-241-09-RA-0517, Correct Electrical Deficiencies

Customer Satisfaction Questionnaire:

Instructions to Offeror for sending Customer Satisfaction Questionnaire Forms: Prepare and send a Customer Satisfaction Questionnaire for each project listed on your Past Performance Questionnaires (Attachment A). For Government contracts, send the questionnaire to the Contracting Officer or Technical Representative. For commercial references send to personnel with duties similar to those for Government contracts.

It is your responsibility to follow-up and to encourage your references to send in their questionnaire. If you have multiple references at one location, send one cover letter and questionnaire for each contract you want a reference for.

Your questionnaire package should contain the following:

- Cover Letter (See SAMPLE)
- Customer Satisfaction Questionnaire (5 pages) Offeror should put name in spaces indicated and ensure it is on every page for identification purposes
- Pre Addressed stamped envelope to return to Contracting Officer at:

**Department of Veterans Affairs
Contracting Office, 90C
Attn: David Bullerwell
200 Springs Rd.
Bedford, MA 01730**

OFFEROR MUST COMPLETE PART 1 OF THE CUSTOMER SATISFACTION QUESTIONNAIRE AND PLACE THEIR COMPANY NAME ON TOP OF EACH QUESTIONNAIRE PAGE BEFORE FORWARDING TO THE CUSTOMER PROVIDING REFERENCE.

SAMPLE COVER LETTER

Your Company Letterhead

Date: _____

To: _____

We have listed your firm as a reference for the work we have performed for you as listed in the attached questionnaire below. Our firm has submitted a proposal under a project advertised by the Department of Veterans Affairs- VISN 1, 200 Springs, Bedford, MA 01730. In accordance with Federal Acquisition Regulations (FAR), they will evaluate our firm's past performance. Your candid response to the attached questionnaire will assist the evaluation team in this process. We understand that you have a busy schedule and your participation in this evaluation is greatly appreciated. Please complete the enclosed questionnaire as thoroughly as possible. Space is provided for comments. Understand that while the responses to this questionnaire may be released to the offeror, FAR 15.306 (e)(4) prohibits the release of the names of the persons providing the responses. Complete confidentiality will be maintained. Only one response from each office is required.

Please send your completed questionnaire to the following address to arrive NOT LATER THAN: 3PM, EDT, Dec 16, 2009. Do not return them to our company.

Department of Veterans Affairs
Contracting Office, 90C
Attn: David Bullerwell
200 Springs Rd.
Bedford, MA 01730

or email to: david.bullerwell@va.gov

or Fax (781) 687-3260

If you have questions regarding the attached questionnaire, or require assistance, please contact David Bullerwell at (781) 687-2414 E-Mail is preferred. Thank you for your assistance.

Signature and Title

CUSTOMER SATISFACTION QUESTIONNAIRE
SOURCE SELECTION SENSITIVE WHEN COMPLETED
*****NOT TO BE RELEASED OUTSIDE GOVERNMENT CHANNELS*****
RESPONDENT IDENTIFICATION AND RATINGS

(Part 1 - Contractor submitting Proposal fill-in)

Reference is provided for: _____

Contract Number or Project Title: _____

Date of Award: _____

Completion Date: _____

Location: _____

Dollar Amount: _____

Brief Description of work and your role in the referenced contract: _____

(Part 2 - Person providing Reference)

Reference is provided by: _____

Company/Agency: _____

Business Address: _____

Telephone Number: _____

E-MailAddress: _____

Rater's duties and responsibilities related to this contract: _____

If information in Part 1 is not accurate please indicate on page 5 of the questionnaire.

To obtain an electronic version of the form please contact: dennis.dobson@gsa.gov

THE QUESTIONNAIRE SHOULD BE SUBMITTED BY THE FOLLOWING MEANS: Return via FAX (781) 687-3260 or via email to the email address shown above. Forms may be mailed to Department of Veterans Affairs, Contracting Office (90C), Attn: Dennis Dobson, 200 Springs Rd, Bedford, MA 01730.

Mark FAX cover sheet: (Attention: Dennis Dobson-RFP VA-241-09-RA-0296 "Source Selection Sensitive Information")

RATING DESCRIPTIONS: Use the following descriptions as guidance in providing ratings.

RATING	DEFINITION
Exceptional (E)	Indicates the contractor's performance record within the area of evaluation <i>Exceeded</i> that required by the contract.
Very Good (VG)	Indicates the contractor's performance record within the area of evaluation <i>Met All</i> contractual requirements.
Satisfactory (S)	Indicates the contractor's performance record within the area of evaluation <i>Met Essentially All</i> contractual requirements.
Marginal (M)	Indicates the contractor's performance record within the area of evaluation <i>Met Some</i> of the contractual requirements. However, changes to the contractor's existing processes may be necessary in order to achieve contract requirements.
Unsatisfactory (U)	Indicates the contractor's performance record within the area of evaluation <i>Failed to Meet</i> the minimum Government requirements.
Unknown or Not Applicable (N/A)	The question does not apply. No performance record identifiable within the area of evaluation.

Quality- Management and Workmanship

(1) How well did the Offeror utilize quality control processes that ensured conformance to scope and quality requirements?

E	V	S	M	U	N
	G				A

REMARKS:

(2) Adequacy of Submittals. Were submittals well researched and did they clearly identify the proposed item?

E	V	S	M	U	N
	G				A

REMARKS:

(3) Did reports / records submitted completely and accurately satisfy requirements. ?

E	V	S	M	U	N
	G				A

REMARKS:

Timeliness and adherence to schedule: Rate how well the Offeror met the following:

(4) Timeliness in completing the project

E	V	S	M	U	N
	G				A

REMARKS:

(5) Did the contractor provide timely notices of delays/schedule revisions?

E	V	S	M	U	N
	G				A

REMARKS:

(6) Timeliness in submitting submittals and reports and responding to agency inquiries, RFP's, etc.

E	V	S	M	U	N
	G				A

REMARKS:

Offeror's Specification Compliance, business practices/Customer Relationship and Ability to Perform

(7) Did the contractor provide adequate, competent and qualified management, key personnel and technical personnel capable of meeting contract requirements throughout the performance period of the contract and did contractor comply with specifications?

E	V	S	M	U	N
	G				A

REMARKS:

(8) How well did the contractor work independent of Government/Customer guidance, oversight and assistance?

E	V	S	M	U	N
	G				A

REMARKS:

(9) Did contractor maintain a good relationship with agency contracting and technical/project mgt. personnel?

E	V	S	M	U	N
	G				A

REMARKS:

(10) How effective was the contractor in meeting Cost/Price performance targets and controlling costs (i.e. changes, etc.)? Did they demonstrate reasonableness in modifications scope and costs?

E	V	S	M	U	N
	G				A

REMARKS:

(11) Were Subcontractors / tradesmen adequately managed and coordinated? Explain any subcontracting issues (positive or negative) that impacted the performance of your contract(s).

E	V	S	M	U	N
	G				A

REMARKS:

(12) How flexible, cooperative, and reasonable was the contractor in meeting mission requirements, particularly when faced with short-notice mission changes?

E	V	S	M	U	N
	G				A

REMARKS:

(13) How timely and effective were the contractor's responses to and resolution of Technical problems? Did the Site Manager have sufficient authority to make decisions or take actions during project performance? () yes () no

E	V	S	M	U	N
	G				A

REMARKS:

(14) How effective was the offeror's environmental program, oversight, project management and QC staff?

E	V	S	M	U	N
	G				A

REMARKS:

(15) Was the Site Manager consistently present on site when work was performed?

E	V	S	M	U	N
	G				A

REMARKS:

(16) Did the contractor demonstrate the ability to execute multiple projects at the same time?

E	V	S	M	U	N
	G				A

REMARKS:

(17) How effective was the contractor's safety program to ensure compliance with federal, state and local regulations? Did the contractor implement and follow their safety plan? Did they run a "safe jobsite"?

E	V	S	M	U	N
	G				A

REMARKS:

(18) Applicable to Federal Contracts – How well did the contractor comply with applicable Federal Laws and Regulations such as Davis Bacon Act – timely payrolls and compliance; Drug-Free Workplace; Environmental Regulations and Use of Recovered Materials; Executive Order 13101?

E	V	S	M	U	N
	G				A

REMARKS:

Infection Control

(19) Did the contractor have an Infection Control Process in place and how well did the contractor comply with agency Infection Control Requirements?

E	V	S	M	U	N
	G				A

REMARKS:

(20) How would you rate the Contractor’s overall performance? Given the opportunity, would you select this offeror again? (Y____N____)

E	VG	S	M	U	NA
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(21) What were the contractor’s top documented strengths, if any, in performing the contract requirements?

REMARKS:

(22) What were the contractor’s top documented weaknesses, if any, in performing the contract requirements?

REMARKS:

(23) **Please Provide Any Additional Information You Feel Is Important in the space provided below:**

Thank you for completing this questionnaire. Be sure to return it to the Contracting Agency and not to the Contractor you are providing a reference for.

Respondent Printed Name: _____

Respondent Signature: _____

Date Completed: _____